



Parkside Medical Practice

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A professional and caring team, responsive to the health needs of our community

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD THURSDAY 5th OCTOBER 2017 AT 6PM

The meeting was attended by 7 patients.

Representing the practice were Dr Foster, Louise Owen (Practice Manager), Sarah Abaza (Administrator), Nicola Lunn (Secretary), Beverley Matthews (Office Manager), Allison Boyles (Receptionist)

In attendance:

Lisa Riste (GP Federations Project)

Dr Foster welcomed everyone to the meeting and all present introduced themselves.

The meeting was chaired by Louise Owen.

1. GP Federations Project – Lisa Riste

Lisa introduced herself and explained that she was part of a team of researchers based at the University of Manchester looking at how General Practices are working together. She was interested to hear patients' experiences of both the Signposting Project and the impact of the Nottingham City General Practice Alliance (NCGPA).



The Signposting Project had previously been discussed at PPG meetings but Dr Foster explained that it was aimed at addressing some of the ever increasing demand on general practice by providing information to patients which might allow to choose an alternative course of action for their health problem e.g. pharmacy, self-care, different healthcare providers. Upon contacting the practice the receptionist would ask the patient for brief details of the reason for the appointment, and, if appropriate, might be able to suggest alternative sources of help.

This was a national drive (not just Nottingham based) funded by the Department of Health but areas around the country were addressing the issue slightly differently. The NCGPA would be delivering a training programme to all Nottingham City practices to try to achieve a standardised approach. Ultimately the final choice would be the patient's and it was about the provision of information, not advice. Parkside Medical Practice had been operating this system informally for about 2 years. Dr Foster mentioned that patients might have seen the

recent Daily Mail headline “March of the GP Receptionists”. One trial covering six surgeries and 64,000 patients in West Yorkshire found that the scheme freed up 930 hours of GPs' time in ten months.

The PPG noted that they would prefer that the drop-in centres remained open. The PPG also asked what would happen if the patient did not want to tell the receptionist what the reason for the appointment was. Dr Foster confirmed that was not a problem and an appropriate appointment would be offered.

Lisa asked the PPG members how they accessed appointments. The PPG commented that there were still difficulties in telephoning the practice, particularly at 8am each morning. Louise noted that this was common to the vast majority of GP practices and we did offer online booking facility for those patients who used the internet. In addition there had been some recent problems with the phone network – which were outside the practice’s control – and which had created some difficulties for patients getting through. The practice had been in close contact with Nottinghamshire Health Informatics Service (NHIS) who manage the phone network and who were trying to resolve the problems.

It was felt that the introduction of the SignpostingHealth process could cause calls to take longer.

Lisa asked if any members of the PPG would be willing to speak to her on an individual basis.

2. Chair of the PPG

It was with sadness that the PPG heard that Miss Rehman-Wall (current Chair of the PPG) had decided to step down due to personal commitments.

Dr Foster expressed his regret but thanked Miss Rehman-Wall for her service as chair over the last year.

The PPG also thanked Miss Rehman-Wall.

Dr Foster suggested that another member of the PPG might wish to stand as chair at the next meeting.

3. Minutes of the Meeting held 15th June 2017

The minutes had been circulated to all PPG members prior to the meeting and additional copies were made available if required.

Matters Arising

- The Jayex board still had an out of date message on it – Louise apologised
- Self-check in board doesn’t work – the practice staff acknowledged that this was a very temperamental piece of equipment, with no apparent reason for it failing to work.
- Over-ordering of medication – the PPG noted that this was still continuing as pharmacies regularly requested medication that the patients no longer wanted or needed.

4. “The State of the NHS”

This was a general discussion about the NHS. Some suggestions included:

- Writing to the local MP and asking him to attend a PPG meeting

- More money for more staff
- Praise – Circle was very highly regarded and should be the model that the rest of the NHS is following. It was suggested that part of this success is that Circle is not under as much pressure as general practice. Dr Foster explained that Circle was a private provider which the NHS subcontracted to and their funding was very likely to be different to general practice, which received a block payment of funding regardless of how many times a patient attended the practice.

5. Practice Staffing

There had been several changes of staff at the practice and there were currently 2 clinical vacancies, 1 ANP and 1 GP. Dr Foster explained that many GPs now did not want a permanent position but wished to locum, say for 6 months, at a practice and then move on. However, it was reassuring that our previous long-term locums had recommended Parkside to their colleagues.

The PPG asked how much staff investment happened within the practice. Louise explained that all staff, both clinical and non-clinical, regularly attending training sessions and in addition we always tried to ensure that we had sufficient staff to be able to provide good patient care, but that the practice finances always had to be considered.

The PPG mentioned that there were new houses being built in the area and questioned whether it would be necessary to open another local surgery. Dr Foster explained that the difficulty is the workforce – there are simply insufficient numbers of GPs available.

6. Any Other Business

- **Mood and Flu Vaccines Study** – the practice was currently participating in a research study looking at the effect of mood on the efficacy of the flu vaccine.
- **Children's Flu Vaccinations** – children aged 2, 3 and 4 would be offered the nasal flu vaccine at the surgery. PPG members were asked to encourage children/grandchildren to attend.
- **Adult Flu Jabs** – a reminder that flu vaccinations were still available for any eligible patients wishing to have the jab.
- **Hep B** - there was currently a national shortage of the Hep B vaccine which may impact on some patients
- **Reminders out of line** – one member of the PPG noted that injection reminders were getting out of line.

7. Date of Next Meeting

Originally agreed for Thursday 25th January at 6pm. **Since changed to Thursday 15th February at 6pm due to staff commitments.**

Dr Foster thanked all for attending and the meeting closed at 7.05pm.